GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:642
ANSWERED ON:18.11.2016
ATM Security
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Will the Minister of FINANCE be pleased to state:

(a) whether the Government has taken note of incidents of robbery and attack on customers in banks, cash vans and Automated Teller Machines (ATMs) in the recent past and if so, the number of such incidents reported along with the amount looted/involved during the last three years and current year, Bank-wise;

(b) whether the public/private sector bank ATMs are provided adequate safety and security, including guards and if so, the details thereof;

(c) whether the Government/Reserve Bank of India(RBI) has prescribed any guidelines for the safety and security of bank/ATM and if so, the details thereof; and

(d) thestetps taken/being taken by the Government to strengthen the security of the banks/cash vans/ATMs in the country and the outcome thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a): Information as received from Reserve Bank of India (RBI) regarding number of incidents of fraud, robbery, theft, dacoity& burglary etc. reported by banks in ATMs and branches etc. is annexed.

(b) to (d): RBI advises Banks from time to time to enhance security arrangements at their branches and ATMs, These include coverage of ATM sites by CCTVs and ensuring adequate training of security staff posted at ATMs, Banks have also been advised to review and strengthen the security arrangement in their branch I ATMs to deal with instance of robbery etc. and for dealing with risk perceptions emerging from such incidents.
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